



Breakout Session #3: Strategic Initiatives

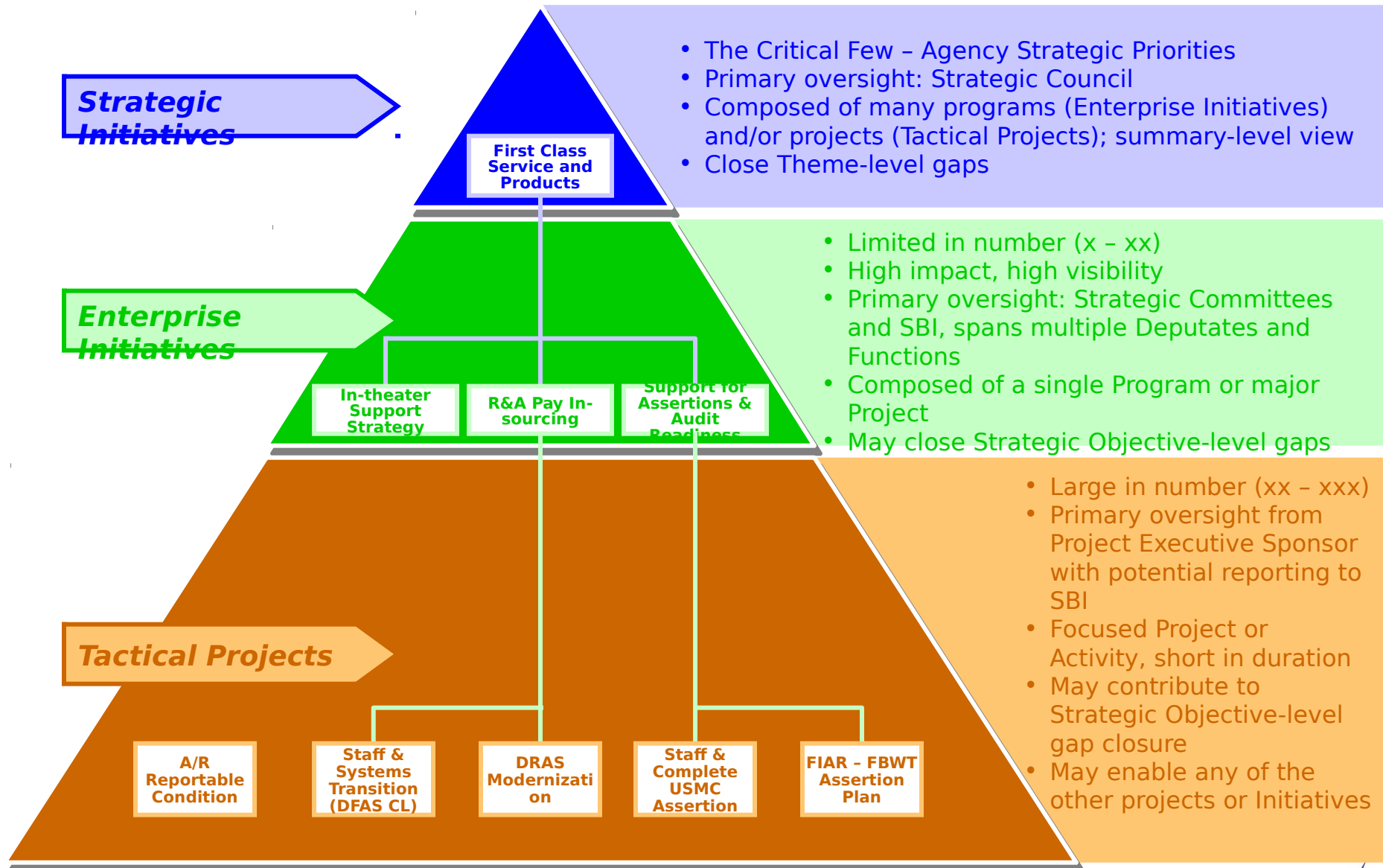
1:00 - 3:00
November 5, 2009

Session Objectives

- **Review Portfolio of Strategic, Enterprise and Tactical Initiatives**
- **Discuss How Strategic Initiatives Close Theme Gaps**
- **Understand Roles and Responsibilities for Implementing Initiatives**

- **Presentation on Initiatives**
- **Q & A Discussion**
- **Group Activity: Close the Gaps**
- **Individual Activity: Responsibilities for Implementing Initiatives**

Strategic Portfolio Alignment



Strategic Initiatives



- Audit Readiness
- Customer Service Improvement
- Customer-Centric Financial Management Solutions
- Human Capital Development

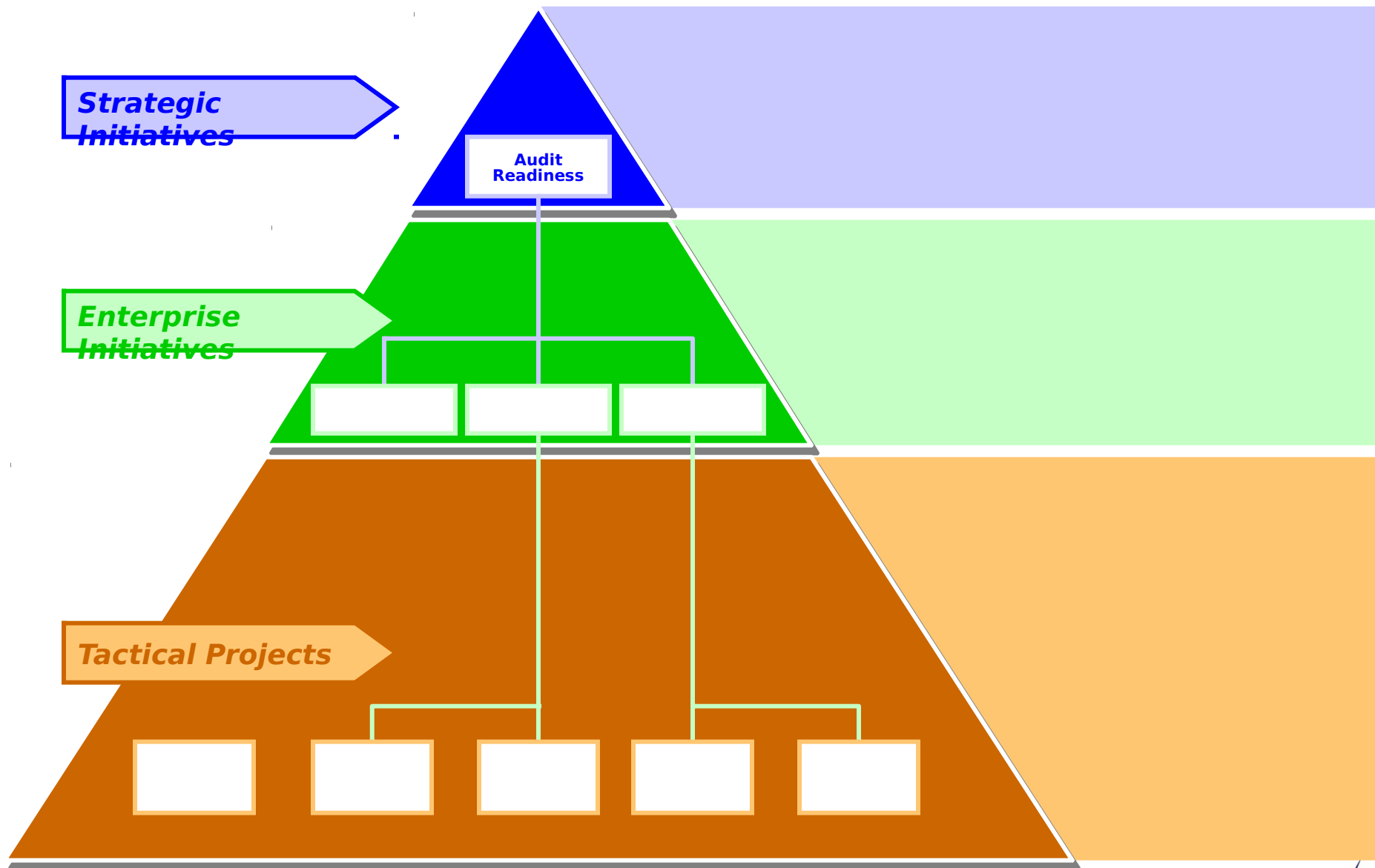
Audit Readiness: Develop a dedicated infrastructure for customer audits. This will include developing roles and responsibilities with our customers; implementing an organizational structure staffed by a workforce with the necessary skills and experience; ensuring processes are documented and the necessary controls are in place and are working; identifying and correcting process deficiencies; ensuring supporting documentation is sufficient and accessible; ensuring DFAS owned systems are adequately documented and are able to readily produce the universe of transactions impacting the general ledger and financial statements

Customer Service Improvement: The DFAS Customer Service Improvement Initiative(CSI2) is an agency-wide journey focused continuously on increasing the quality of customer service provided by all DFAS sites and organizations. CSI2 will increase customer service and product delivery to first class status. This includes inculcating a customer focused culture within the fiber of the entire agency, measuring our service delivery, developing techniques and procedures to recover from service defects timely and accurately to turn dissatisfied customers to very satisfied and loyal. This journey includes benchmarking other service providers, developing and providing experiential (soft skill customer service) training to all employees, and surveying and measuring progress daily, weekly, monthly and annually. This initiative includes trend analysis and positive action for resolution.

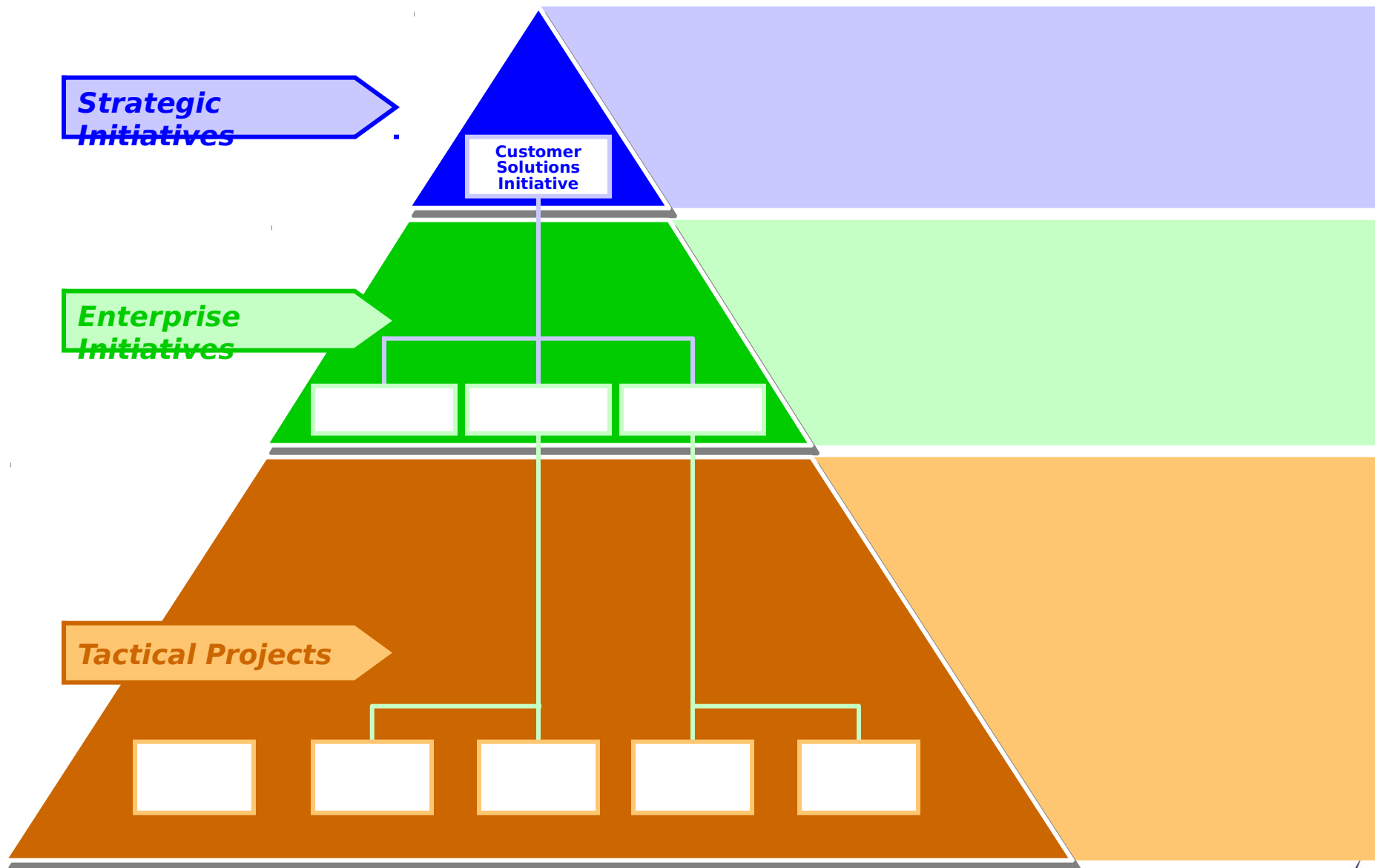
Customer-Centric Financial Management Solutions: Develop and implement customer-centric solutions to accelerate the implementation of Enterprise Resource Planning (ERP) systems, leverage best practices across customer initiatives, develop enterprise-wide solutions to drive greater efficiencies, and deliver expert guidance to meet department audit objectives. In support of this initiative, DFAS will develop and maintain the DoD library of financial requirements and their associated test scenarios, provide gap analyses and other financial reviews, and partner with DoD customers to optimize the post-legacy operating environment.

Human Capital Development: Human Capital Development encompasses all the initiatives needed to address necessary human capital development requirements in order to execute the strategy

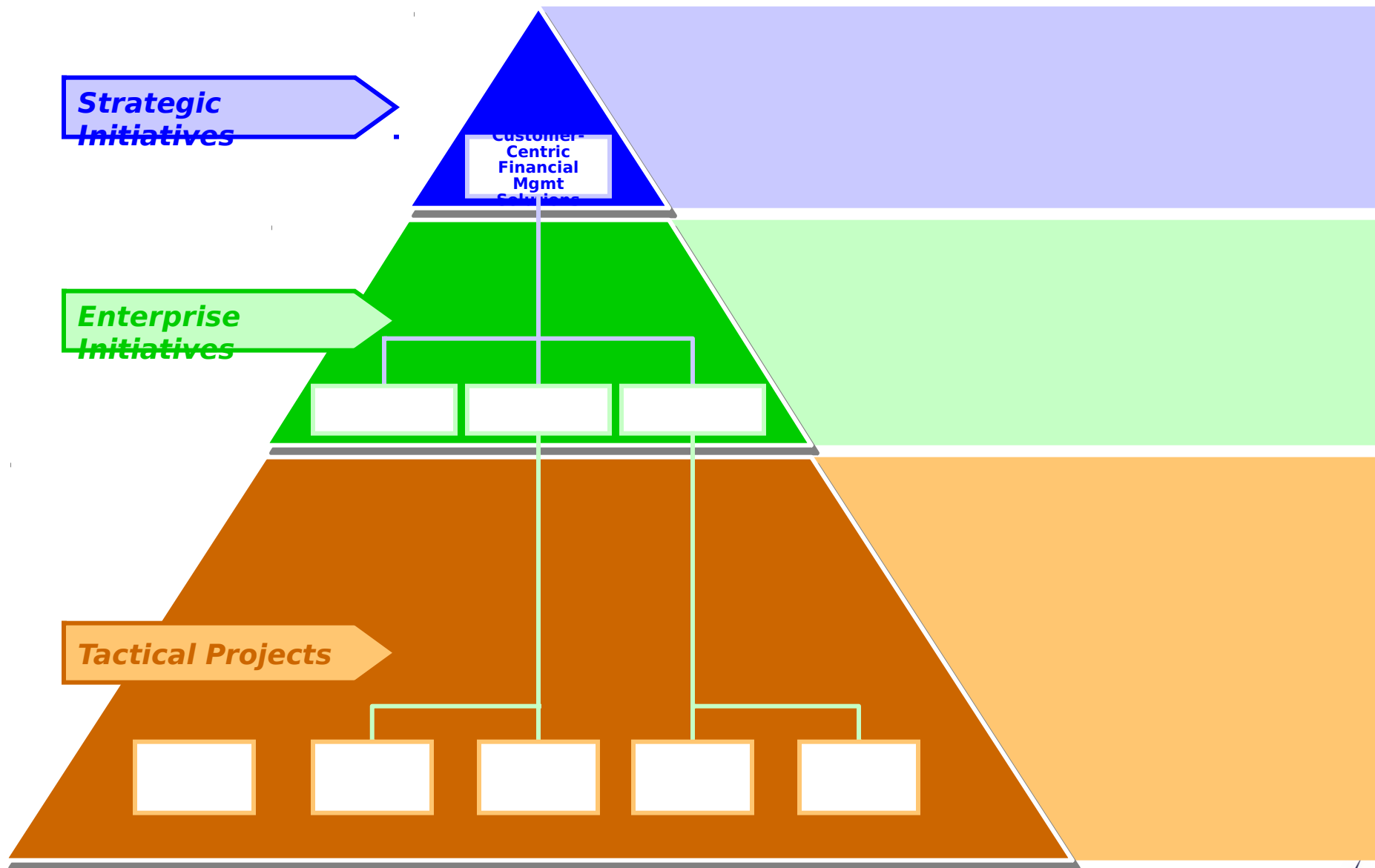
Strategic Portfolio Alignment



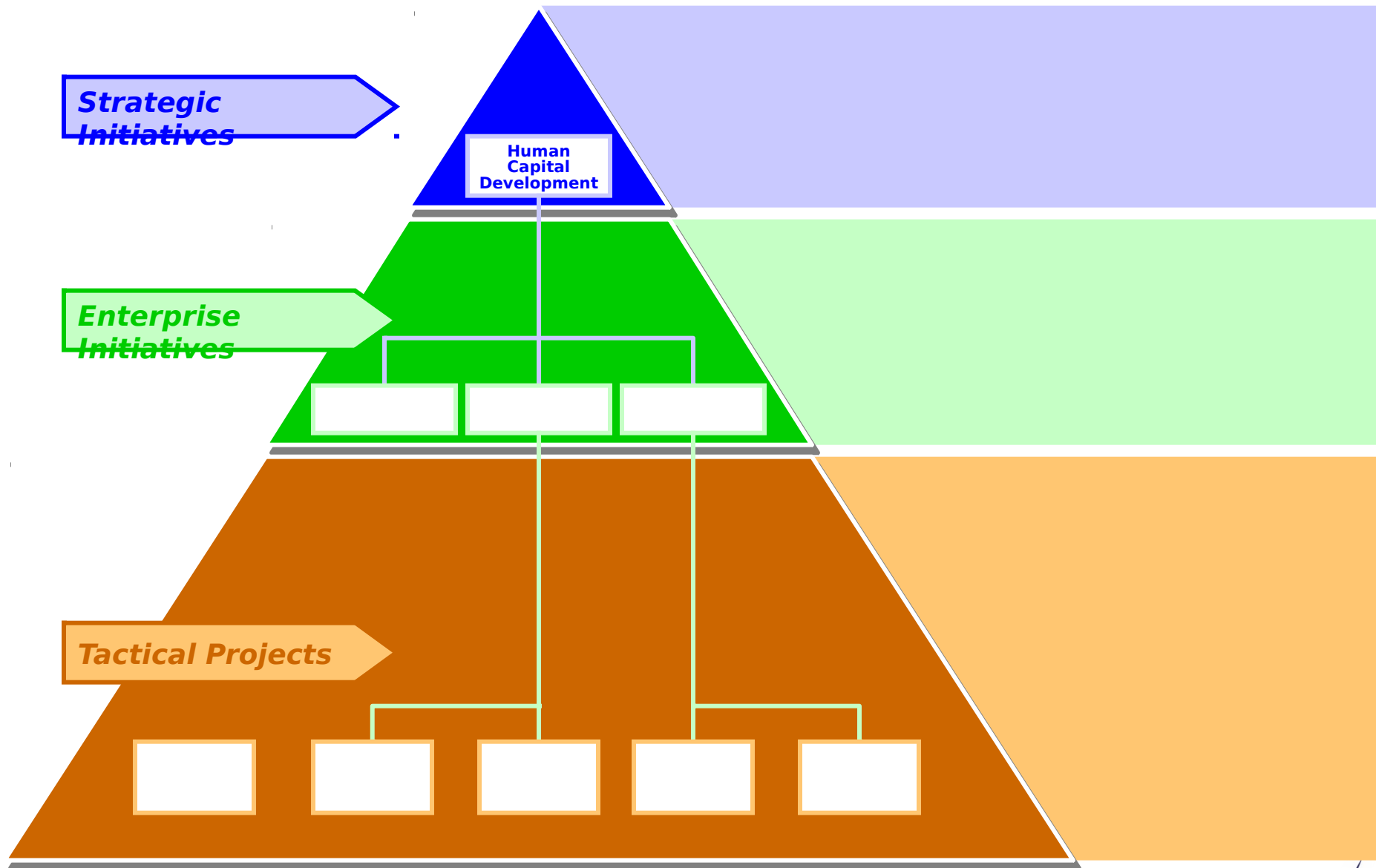
Strategic Portfolio Alignment



Strategic Portfolio Alignment



Strategic Portfolio Alignment



Individual Activity: Responsibilities for Initiatives

- Spend a few minutes identifying your, or your directorate's responsibilities to implement the initiatives

Individual Activity

Responsibility to Implement

Strategic Initiatives

- Audit Readiness
- Customer Service
- Customer Centric Financial Management Solutions
- Human Capital Development

Enterprise Initiatives

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Tactical Projects

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